

April 1991

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# Clinical Center News

## CC Celebrates Annual Events

### *Social Work Awards Named for CC Social Workers*

The Social Work Department sponsored its annual Social Worker Month Celebration and Awards Ceremony on March 28 in tribute to the integration of social work into the health care setting.

Helen Rehr, D.S.W., and Bernice Catherine Harper, M.S.W., M.Sc., P.H., received the first NASW Ruth Knee/Milton

Whitman Lifetime Achievement Award, and the Outstanding Achievement in Health/Mental Health Policy Award, respectively. Both Ruth Knee and Milton Whitman, former NIH employees, attended the ceremony.

"What is special is that the awards were named after two pioneers in the field of social work

who are former NIH employees," says Jim Sayers, Ph.D., Chief of the Social Work Department. Whitman worked for NIMH for 32 years, and Knee worked for NIMH for 17 years. "Together, Whitman and Knee have contributed significantly to social work education, practice, and public health programs. Their vision

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## *Women's History Month: Nurturing Tradition, Fostering Change*

'Nurturing tradition, fostering change' was the theme of Women's History Month. The Division of Equal Opportunity (DEO) sponsored a celebration on March 7 in the Lipsett Auditorium in recognition of the valuable contributions women have made to the economic, cultural, and social welfare of our nation.

Keynote speaker Dr. Beverly Coleman-Miller, Special Assistant for Medical Affairs, Commission of Public Health in Washington, D.C., spoke about traditions and changes relevant to women in science and medicine.

"I come to you in celebration



Federal Women's Program Manager Lucretia Coffer (L) presents performer Carmen White (C) and Special Assistant for Medical Affairs to the Commissioner of Public Health Dr. Beverly Coleman-Miller (R) with Women's History Month pictures.

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# Love Letters...

Our son Wyatt has been part of a research study on childhood onset schizophrenia. He will be leaving his "home-away-from-home" soon. We wish to say goodbye and thank you to all the members of his extended family.

Dr. C.T. Gordon: How fortunate for us that you were Wyatt's doctor. The many hours you spent enlightening us and supporting us revealed your expertise, as well as your kindness.

Pat Welsh and Phyllis Siegrist: You deserve no less than an Outstanding Teacher Award for your superior teaching methods and approach. Wyatt advanced considerably under your guidance.

Robin, Debbie, Carol, and friends from the 14th floor: Wyatt will come home with memories of great fun and enjoyment. He will miss the animals, games, and fun times you provided for him, but not as much as he will miss all of you.

Gail Ritchie: You were our social worker, but in the course of your professional guidance, you became our friend.

Suzy and Cindy: Wyatt was fortunate to have not one, but two outstanding primary nurses. You are both a tribute to your profession.

Linda: As Wyatt's associate nurse, you went beyond your boundaries and organized a going-away party he will not soon forget.

Dr. Jo Elia: Although you were not directly involved in our study, your concern and support for Wyatt was profoundly felt.

All the nurses and staff members: How I regret not being able to name each one of you. Wyatt's stay at NIMH was enhanced by your patience, dedication, and friendship. You were always there for us. We will miss you deeply.

Sincerely,  
Norma and Eric Murchison

# Patient Education Perspectives

By Wendy Schubert, Sc.M.

Nurses from the AACHE and the Heart, Lung, and Blood Nursing Services have developed new patient education publications.

Nurses of the 10 West education committee (AACHE Nursing Service) working with Melissa Zafonte, a clinical dietitian with the Nutrition Department, wrote *Nutrition and Cushing Syndrome*. The booklet provides answers to common questions voiced by Cushing syndrome patients on their unit. Cushing syndrome changes the body's use of and need for fats,

sodium, calcium, and sugar. The booklet helps patients understand how they can cope with potential weight gain and the need to be mindful of their nutritional intake.

Responding to their patients' needs for information about pain relief, Mary Caples and Joy Kreskow (Heart, Lung, and Blood Nursing Service) developed *Working Together to Relieve Your Pain*. The booklet describes the nursing philosophy of pain management, the use of a pain relief chart, and alternatives to pain medication.

If you would like copies of these publications, please contact the staff members mentioned here. ■

## HHS Employee of the Month Linda Adams

When Linda began work at the Clinical Center, she was new to NIH, but she did not let that slow her down. She quickly learned the NIH organization and developed an immediate rapport with the OD staff. She has exercised excellent secretarial and organizational skills, and an enthusiastic attitude for the job.

Linda learned to use the Macintosh computer. She voluntarily set up logs to track items arriving for signature, controlled correspondence from the NIH Executive Secretariat, and institute clinical research protocols. She willingly assumed several other tasks, as well.

Linda is never too busy to lend a hand to anyone in the office. Linda is never idle. When her "in" box is transiently empty, she can be found reorganizing files or learning new computer programs. Linda has an enormous capacity for work. She is a great asset to this office and to NIH.

## **CC Art Galleries**

Gallery I: Caroline Huff

Gallery II: Peggy Travis

Gallery III: L. McGuff-Silverman

Gallery V: Carla Anderson

Lipsett Gallery: Journal of

American Medical Assoc. covers

Sculptures: Debra Ballard

## **CC News**

Editor: Karen D. Riedel

Editorial

Assistant: Maria Dove

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News, article ideas, calendar events, letters and photographs are encouraged and can be submitted to Bldg. 10 Room 1C255 or by calling 496-2563. Deadline for submission is the second Monday of each month.

# *Who Holds the Key to the Clinical Center?*

By Ellyn J. Pollack, APR

Hint: He has been at the Clinical Center for 30 years.

Hint: His staff increased 10-fold under his supervision.

Hint: He started out as a section chief and his program expanded to a department.

Hint: He plans to retire April 30, 1991.

Arnold Sperling, Director of the Patient Activities Department, will pass on the key to the Clinical Center at his retirement party later this month. The silver key mounted on a wooden plaque is held by the person who has been a Clinical Center department chief the longest. To whom Sperling will pass the key is a secret.

When Sperling joined the Clinical Center as chief of the Patient Activities Section in 1961, he was expected to provide "recreational diversions" for the patients. But Sperling wanted to do more than merely distract the

patients. He saw an opportunity to help them cope with illnesses, adjust to handicaps, deal with stresses and anxieties, learn new skills and relearn old ones. As a result of his initiative, the program was granted department status more than 20 years ago.

"Patients and staff became aware of the value of recreation as part of the biomedical research, which led to the status of becoming a department," Sperling recalls.

"The field of recreation has gone through tremendous metamorphosis in the 30 years that I have been here. The profession renamed itself 'therapeutic recreation.' The program could no longer be solely diversional, but had to become more clinically oriented, and the therapists had to be more accountable. Today, recreational therapists assess patients needs, establish treatment goals and plans of action, and write progress notes.

"We do not go in and just



Arnold Sperling, Director of Patient Activities

provide crafts games," Sperling explains. "If we provide crafts and games, there has to be a purpose. Recreation is not just hit and miss anymore. The therapy is well thought out and given direction."

While the entire Patient Activities Department program is

*SPERLING Continued on Page 4*

## National Volunteer Week to Honor CC Volunteers

Across the Clinical Center, a group of people are making life easier for others, and are doing a good job of it. They are the volunteers. In celebration of National Volunteer Week, the department will be hosting a ceremony and reception on April 22 in honor of the Clinical Center volunteers. The volunteers will receive certificates for their significant time contributions, which range up to 200 hours. The theme of the event is *Bring Beauty to Life*.

The volunteer program, headed by Andrea Rander, is a top quality group that provides many services to Clinical Center patients and staff. Perhaps the most familiar



Red Cross Volunteers are the first faces people see when they enter the Clinical Center.

therapeutic, it is not all necessarily therapy, he explains. There are still extensive diversional activities for patients and their families, such as sightseeing, movies, parties, and dance classes. This is still a very important aspect of the department.

"When I first came here," recalls Dr. Saul Rosen, Acting Director of the Clinical Center, "I was struck by Mr. Sperling's comment that Patient Activities was like an oasis in a desert of patient boredom. He has always gone out of his way to see that there was activity for patients here, and the Patient Activities Department has been vigorous over the years. Mr. Sperling is a hands-on guy. He has never stopped his ceaseless activity to get patients active, alert, and entertained during their stay at the Clinical Center. He's a unique resource."

"Mr. Sperling is in the vanguard of people who provide therapeutic activities for patients and their families. He recognizes the importance of formal training in the field and he has recruited an excellent staff. For that, I salute him."

Of all the accomplishments in his 37-year career with the government, Sperling is most proud of the growth and professional advancement of his department. When the recreation therapists began getting involved in nursing units and multidisciplinary teams more than 20 years ago, the program began to expand. As a result, the requests for recreational therapy services increased.

Working with patients can be rewarding, Sperling says. In the late 1960s, he worked with a Lou Gehrig's disease patient in his early 30s. The patient had no mobility except in his big toe. Sperling devised a communications board so the patient could spell words by blinking his eyes.

"As a result, the patient felt more involved in life," Sperling says. "With my help, he began playing chess games through mail correspondence."

Another time Sperling had to overcome a communications barrier was in the early 1970s. Three teenage patients from Mexico participated in a protocol for leprosy.

"There was a tremendous language barrier as well as social barrier," he recalls. "It was very challenging to communicate with them, understand what kind of culture they came from, and carry on their traditional recreation outlets, as well as introduce new ones."

Because of the stigma associated with leprosy 20 years ago, the patients usually were confined to the Clinical Center building. As part of his therapy program, Sperling created a Mexican picnic for the patients with food he bought at a local restaurant.

Another memorable experience in Sperling's career was when he worked with 28 prisoners participating in a study of the common cold virus. Prisoners volunteered for the protocol in exchange for a reduced sentence. Sperling never knew of what crimes they had been convicted.

"Though I did not have the communications barrier that I had with other patients, the job was still challenging," he says. "The prisoners could only be moved around as a group for security reasons."

Reflecting back over the years, Sperling says that if he were to start his career today, he would choose the same profession.

"I have always been in a creative and cultural spectrum," he says. "Recreation therapy gave me an opportunity to work with people, especially handicapped people. It also gave me an opportunity to transmit my creativeness toward other people and to act as a leader. I do not

think there is another profession out there that would satisfy all of those needs."

Thirty-eight years ago, Sperling worked as an actor touring the country. After one year, he quit acting because of the day-to-day uncertainty of employment and accepted a position as a recreation specialist at a Veteran's Administration hospital in Illinois.

During his career he won numerous awards from the National Recreation and Park Association, the Maryland Recreation and Park Association, and the National Therapeutic Recreation Society (NTRS). Most recently, he received the "Distinguished Service Award" from NTRS. In addition to his professional awards, he received special recognition from the Department of Transfusion Medicine for donating more than 10 gallons of blood.

Upon his retirement, Sperling plans to keep busy through volunteer community service programs and the community theater.

"It's time to close one chapter in my book and start another," he states. ■

## CC Cafeterias to Switch Hours

Look for a conversion of the cafeterias. The B-1 cafeteria, which is currently open 24 hours a day, will be closing at 2 p.m. starting on or about April 15. At this same time, the second level, ACRF cafeteria will begin offering 24-hour service. This conversion is due to renovation plans and the installation of a sprinkler system in the B-1 cafeteria. Other big changes may be on the way. Check *CC News* next month for more information. ■

of women's history," said Coleman-Miller. "Women have been doing it in a powerful way for a long, long time. We as women have it all—we are successful in business, politics, religion, family and more."

Coleman-Miller spoke passionately on the need for all of us to take good care of our children. "There are many women here. I call you all to action to foster change. And the place where your work will be most important is in child advocacy. Across the country, child care is available only to those who can afford to pay the high costs. Child care limitations are huge. There is a lot of work to do," she said.

Before closing, Coleman-Miller urged women to learn to enjoy themselves as women. "We need to celebrate. Celebrate yourself as a woman," she said. "Own your own magnificence. You are absolutely wonderful."

Following the inspirational discussion with Coleman-Miller,



Carmen White performs during Women's History Month celebration.

entertainer Carmen White performed a soliloquy of *The Creation of Man* and her celebration of women. "Be the best you can be," said White during her performance. "Know

your rights and believe in people. Being a woman is learning to love yourself." ■

## CFC Contributors Give Generously, Receive Awards

The 1990-91 Combined Federal Campaign has come to a close. The Clinical Center raised more money this year than in the previous year. Employees donated \$79,460, just short of the Clinical Center goal of \$81,000. Sixty-one percent of Clinical Center employees participated. The NIH-wide campaign raised \$702,622.

A victory celebration was held in Building 1, Wilson Hall on March 4, during which several Clinical Center employees were recognized for their efforts in planning and implementing the CFC. These awards included: NIH Outstanding Achievement Awards to Ms. Jane Addington, Ms. Lorrie

Maciag, and the entire CC Nursing Department for achieving 100 percent of their dollar goal; and NIH Outstanding Accomplishment Awards to Ms. Andrea Rander, Chief of CC Volunteer Office, and Ms. Diane Naughton, Hospital Administrative Officer.

Additional awards to the Clinical Center included: NIH Awards for Outstanding Accomplishment to the Information Services Department, Housekeeping and Fabric Care Department, and Ms. Cia Manolatas, CC Nursing Department. One Hundred Percent Goal Awards also went to the Social Work Department, 3 West Patient Unit, 3B South Unit, 12

East Unit, and the Eye Clinic. The Clinical Center had 13 Eagle Award winners, employees who donated one percent or more of their annual salary to the CFC. These winners received Eagle Award pins from Acting CC Director Dr. Saul Rosen and CC Executive Officer Raymond Becich at a special ceremony in honor of these generous individuals in January.

The Clinical Center Administration wishes to thank all 1,096 Clinical Center employees who contributed and those who served as keyworkers. ■



CC Junior Volunteers (L to R) Caroline Ko, Ashley Coffman, Jeannie Chou, and Magdalena Gunaratnum, seniors at Medeira school in Virginia, are all interested in pursuing medical careers.

group to many is the Red Cross information volunteers, stationed at the information desk in the Clinical Center lobby.

"They are the first faces the patients and visitors see as they enter the hospital," says Rander. "They are very valuable to us."

The Red Cross volunteers, also called hospitality volunteers, take on diverse responsibilities throughout the hospital. "They do so many things," says Rander. "They do everything!"

The hospitality volunteers maintain and steer the coffee cart—with free coffee, milk, and cookies—to all clinics, two times daily for patients and their families. They assist in delivering flowers to patients rooms, deliver newspapers to patients rooms, and operate a book cart. They also are responsible for delivering patient mail. Furthermore, the volunteers often can be seen helping Clinical Center staff in the Admissions Section or other areas, including patient representatives, patient activities, TB testing, universal precautions training, physical

therapy and occupational therapy.

Clinical Center volunteers do more than just help out. They go that extra distance.

"Many of our volunteers have individual projects they do on their own. This helps to create and maintain a highly effective program," says Rander. For example, volunteers will help out with big conferences by sending out invitations and hostessing. "One volunteer recognized that a Spanish-speaking patient was in need of a respite," says Rander. "She invited the patient to her house for dinner, went shopping, took the patient to her home, and cooked a Spanish meal for her. Another volunteer dressed up as Superman for the pediatric patients. It's that special attention to a patient that contributes to patient care. That extra touch is very important."

The volunteer program at the Clinical Center is a diverse program made up of volunteers of all ages. It is affiliated with the Montgomery County Retired Senior Volunteer Program and also

has an active junior volunteer program.

Another successful project within volunteer services is the volunteer interpreter program. The volunteer office provides volunteers who can translate and interpret several languages for our patients, visitors, and doctors.

The junior volunteer program is flourishing. Junior volunteers come from five area high schools and work after school on the units and in the laboratories with the scientists. The aim of the high schools is to heighten students awareness of health careers.

Ashley Coffman, a senior from Medeira School in Virginia, is currently volunteering with the microbiology section working in parasitology. She processes specimens, makes slides and solutions and works with the others in the lab. "I am thinking about a career in the biomedical field," says Coffman.

Caroline Ko, also a senior at Medeira, is volunteering on 6 West in Alzheimer's research and patient care. "I am interested in mental health," she says. "I am planning to be a psychiatrist."

In addition, the volunteer program is currently organizing the summer program for college students from reputable colleges such as Brown, Harvard, and the University of Maryland. "We are getting so many requests from colleges to utilize their students as junior volunteers that we cannot always assign them," explains Rander. The volunteer program is looking for positions within the Clinical Center to fill with junior volunteers. Any department that could use a volunteer should call Andrea Rander at 496-1807. ■

# On The QT....

"I am really excited about this!" This is one phrase that has been heard quite frequently in the Nutrition Department.

Under the leadership of enthusiastic Chief Alberta Bourn, the Nutrition Department held a TQM kick-off in the Lipsett Amphitheater last month in celebration of the beginning of TQM training for the department.

"The Clinical Center is changing, folks," Bourn, donned in Mickey Mouse ears, told the crowd. "Do you hear me? Nutrition is changing!" The Nutrition Department gathered to hear the word about TQM and how their department is planning to utilize this process. Several speakers joined the celebration—including CC Quality Director Steve Galen and TQM Coordinators Maureen Stoppenbach and Patrick Murphy—and shared TQM ideas and key points with members of the Nutrition Department. Larry Eldridge, CC Deputy Executive Officer for Operations; Lisa Gallagher, Food Service Supervisor; Patricia Bell, Metabolic Cook Leader; Elaine Ayres, Clinical Nutrition

Specialist; and Ainslie Pitcher, Systems Manager, outlined the essentials of the quality process.

The excited crowd asked many questions, such as: "What other departments have started TQM training?" "How are ideas for improvement projects chosen?" "What is the role of the facilitator?" "How long will this last?" "How does QT fit in with TQM?"

In addition, Bourn generated even more excitement as she posed questions to the audience and rewarded the first one able to answer a question with a new gold and teal-green mug and balloons. "You could feel the excitement for wanting to know what this is all about," says Bourn about the last few days before the celebration. "I am really looking forward to all the things TQM will do for all the people in the Clinical Center and for all the improvements sure to come. People are saying to me 'It's a breath of fresh air!'"

The Nutrition Department began training on March 13. Training for this department will be eight weeks long, and will consist of 12-person groups and team teaching. The training will



Nutrition Department Chief Alberta Bourn at department's TQM kick-off

encourage participation and be hands-on. Elaine Ayres, TQM facilitator for Nutrition, says, "We have a lot of really loyal people in our department. They have a job to do and they want to do it the best they can. TQM will help them do it better."

Throughout the training, the department will generate improvement projects. "There are big projects and little projects, everyone just wants to start tomorrow. I think the problem will not be *what* projects to do, but *which* projects to do." ■

## SOCIAL WORK Continued from Page 1

provided important directions for social work policy and standards."

"I think it is fantastic that a plan of awards has been developed to recognize the importance of social work in health care, health service, and health research," says Ruth Knee. "Both of the recipients are excellent choices for the awards."

Rehr and Harper spoke on "Integration of Social Work into the Health Care Setting." The ceremony was followed by a

reception.

Rehr, professor emerita of the Mount Sinai School of Medicine's Department of Community Medicine, has spent nearly 50 years developing innovative programs and demonstrating the profession's essential role in health and mental health care. Rehr has held a range of direct practice, supervisory, and administrative positions, including social director. She is the author of more than 75 published studies, reports, articles

and books.

Harper, recognized for her work in developing, interpreting and applying health and mental health care policy, is medical care adviser at the U.S. Department of Health and Human Services' Health Care Financing Administration. She is the author of *The Coping Mechanism of the Health Professional*, a book influential in training and policy formulation. ■



Nutrition Department Chief Alberta Bourn and TQM Director Steve Galen address an enthusiastic audience at the Nutrition Department's TQM kick-off.

## April Calendar of Events

**3 Grand Rounds**  
12 noon-1 p.m., Lipsett Amphitheater  
*Mucous Membrane Neuropeptides and Nasal Function*, Michael Kaliner, M.D., NIAID  
*Imaging Peripheral Sympathetic Nerves*, Irwin Kopin, M.D., NINDS

**10 Grand Rounds**  
12 noon-1 p.m., Lipsett Amphitheater  
*Lp(a): A New Risk Factor for Premature Cardiovascular Disease*, Daniel Rader, M.D., NHLBI  
*Medical Ectopics: Some Affinities Between Medicine and the Visual Arts*, Therese Southgate, M.D., AMA

**11 Employee Counseling Service Guest Lecture Series**  
noon-1 p.m. Bldg. 31, Conference Room #4 *Anger in the Workplace*  
Dale Berman, Ph.D.

**17 Grand Rounds**  
12 noon-1 p.m., Lipsett Amphitheater  
*Clinical Syndromes of Glucocorticoid Resistance*, George Chrousos, M.D., NICHD  
*Skin Cancer: Diagnosis and Treatment*, Stephen Katz, M.D., Ph.D., NCI

**18 Employee Counseling Service Guest Lecture Series**  
12-1 pm, Bldg 10, Little Theater,  
*Defusing Hostility*, Film & Discussion

**18 Educational Services Office Program**  
12-1 pm, Bldg 10, Lipsett Amphitheater  
*Difficult Patients: Who are they? Why are they? How do we work with them?* Call 496-1618 for more information.

**24 Clinical Staff Conference**  
12 noon-1:30 p.m. Lipsett Amphitheater  
*The Many Faces of Membranous Nephropathy*, Howard A. Austin, III, M.D., NIDDK, Moderator

**26 Bioethics Journal Club**  
3:30-5 pm Bldg 10, Room 2C310 *What Kind of Life*, Daniel Callahan, For more information call 496-2429.

**2, 9, 16, 23 Employee Counseling Service Video Seminar Series**  
12-1 pm, Bldg 10, Little Theater,  
*How to Set and Achieve Goals*, Video with Bobbie Sommer, Ph.D., Facilitated by Kathleen Moore, M.A.